



## Memorandum

### Corporate and Finance Services Innovation and Transformation

**Date:** March 16, 2023

**To:** Members of the Oshawa Accessibility Advisory Committee (O.A.A.C.)

**From:** Lynda Lawson, Accessibility Program Coordinator

**Re:** 2022 Year End Update and 2023-2027 Oshawa Accessibility Plan

In keeping with the requirements of the Ontario Regulation 191/11, Integrated Accessibility Standards, made under the *Accessibility for Ontarians with Disabilities Act*, 2005, the 2022 year end review and the 2023–2027 Oshawa Accessibility Plan has been prepared for your examination.

The development of the year end update and the new multi-year plan included consultation with:

- members of the public at annual Special Council Meetings to discuss accessibility and inclusion;
- a community engagement survey on the Connect Oshawa website;
- completing an Abilities Centre Leading Equitable and Accessibility Delivery (LEAD) analysis;
- the Accessibility Staff Working Group and LEAD Teams; and
- members of the O.A.A.C.

### Recommendation:

Whereas the Oshawa Accessibility Advisory Committee (O.A.A.C.) has participated in the development and review of the 2022 Year End and the 2023-2027 Oshawa Accessibility Plan, Report OAAC-23-13, dated March 16, 2023; and

Whereas the O.A.A.C. endorses the 2022 Year End and the 2023-2027 Oshawa Accessibility Plan, Report OAAC-23-13,

Therefore it be resolved:

1. That a copy of the 2022 Year End and the 2023-2027 Oshawa Accessibility Plan, Report OAAC-23-13 be forwarded to the Ministry of Seniors and Accessibility - Accessibility Directorate of Ontario upon Council's adoption of the plan.

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## Attachment 1 - 2023-2027 Accessibility Plan

### Office of the Chief Administrative Officer – Corporate Communications (CAO-COM)

Area of Focus	Action to be taken	Timing	Key Performance Indicators
CAO-COM-1 Information/Communication Technological Website Accessibility	Review Corporate and Connect Oshawa website accessibility and develop plans to address any remaining WCAG 2.0 compliance requirements.	Ongoing	<ul style="list-style-type: none"><li>• Assessment completed and plans implemented.</li></ul>
CAO-COM-2 Technological Website Usability	Implement Oshawa.ca search function and results to ensure information is findable.	Ongoing	<ul style="list-style-type: none"><li>• Development of “how to” videos to provide assistance.</li><li>• Other plans/improvements made.</li></ul>

## Office of the Chief Administrative Officer – Legislative Services (CAO-LS)

Area of Focus	Action to be taken	Timing	Key Performance Indicators
CAO-LS-1 Information/Communication Live Chat	Reinstatement of Live Chat to website.	2023 – 1 <sup>st</sup> Quarter	<ul style="list-style-type: none"> <li>• Reinstated to facilitate communication with residents</li> <li>• Communication campaign developed to promote availability of service.</li> <li>• # Interactions with Live Chat.</li> </ul>
CAO-LS-2 Information/Communication Fillable Forms	Investigate opportunities to use existing technologies for online fillable form functionality.	2024	<ul style="list-style-type: none"> <li>• # Staff trained.</li> <li>• # Forms developed.</li> </ul>

Area of Focus	Action to be taken	Timing	Key Performance Indicators
CAO-LS-3 Information/Communication Internal Document Accessibility	Review Municipal Election Standards, identify improvements and review alternative voting methods where feasible for the 2026 Municipal Election.	2025-2026	<ul style="list-style-type: none"> <li>• Review previous election feedback for accessibility improvements.</li> <li>• Research alternative voting methods that will remove voting barriers.</li> <li>• Prepare and implement an Accessibility Municipal Election Plan with feedback from the public, groups representing people with disabilities and the O.A.A.C.</li> </ul>
CAO-LS-4 Information/Communication Barrier Identification	Coordinate the special council meeting to receive comments from the public concerning Diversity, Inclusion and Accessibility.	Annually	<ul style="list-style-type: none"> <li>• # Delegations to Council at special meeting.</li> <li>• # Meeting attendees.</li> <li>• # Recommendations.</li> </ul>
CAO-LS-5 Information/Communication Support Programs and Services	Provide information about support programs and services available in the community for people with disabilities.	Ongoing	<ul style="list-style-type: none"> <li>• Document prepared identifying the #/type support requested through Service Oshawa.</li> </ul>

## Corporate and Finance Services – Finance Services - Financial Services and Procurement (CFS-FS-FSP)

Area of Focus	Action to be taken	Timing	Key Performance Indicators
CFS-FS-FSP-1 Information/Communication Vendor Accessible Requirements	Develop a checklist to be completed by vendors during the bid process to identify accessibility features of software as it relates to WCAG 2.0.	2023	<ul style="list-style-type: none"> <li>• Checklist completed.</li> </ul>
CFS-FS-FSP-2 Information/Communication Bidding Opportunities	Work with the Accessibility Coordinator to explore connecting with businesses who support/employee people with disabilities.	2023	<ul style="list-style-type: none"> <li>• # organizations/agencies connected with</li> </ul>
CFS-FS-FSP-3 Information/Communication Request for Proposal Process	Develop a social procurement policy.	2024-2026	<ul style="list-style-type: none"> <li>• Review completed of social/accessible procurement policy and practice.</li> <li>• # Consultations completed.</li> <li>• Policy developed.</li> </ul>

Area of Focus	Action to be taken	Timing	Key Performance Indicators
CFS-FS-FSP-4 Customer Service Accessibility Accommodations	Programs identify need for accessibility accommodation in the annual budgets based on historical data.	Annually	<ul style="list-style-type: none"> <li>• \$ Allocated.</li> <li>• Improvements achieved as a result.</li> <li>• Public feedback results.</li> </ul>

### Corporate and Finance Services – Human Resource (CFS-HR)

Area of Focus	Action to be taken	Timing	Key Performance Indicators
CFS-HR-1 Information/Communication Accommodation Discussions	Automate tracking of accommodation plans and continue to incorporate into onboarding material.	2023	<ul style="list-style-type: none"> <li>• Accommodation plans loaded into new Health and Safety Management software.</li> <li>• Develop onboarding checklist for managers and include accommodation discussion</li> </ul>

Area of Focus	Action to be taken	Timing	Key Performance Indicators
CFS-HR-2 Information/Communication Job Postings	Review job posting language to proactively invite people of different backgrounds to apply and strengthen welcoming statements for diversity groups on job postings, and review language used and unnecessary requirements.	2023	<ul style="list-style-type: none"> <li>• Language reviewed and updated as necessary.</li> <li>• Review completed of unnecessary requirements.</li> </ul>
CFS-HR-3 Employment Accommodation Needs	Consider formal implementation of Work Life Program elements (job-sharing, flex hours and four-day work weeks) to be inclusive of employees who need flexible work arrangements.	2024	<ul style="list-style-type: none"> <li>• Review of current work-life program material and development of next steps</li> </ul>
CFS-HR-4 Employment Hiring Practices	Consult with other municipalities, organizations on their recruitment best practices for accessibility.	2024	<ul style="list-style-type: none"> <li>• Networking and information sharing with other municipalities</li> <li>• Future capstone project</li> </ul>

Area of Focus	Action to be taken	Timing	Key Performance Indicators
CFS-HR-5 Employment Recruitment	Research the use of alternative job boards, outreach and posting locations to attract individuals of diverse backgrounds to apply.	2024	<ul style="list-style-type: none"> <li>• Information gathered on alternative posting sources</li> <li>• Analysis on budget impacts and target audience numbers served/reached</li> </ul>
CFS-HR-6 Employment Training and Education	Educate hiring managers on unconscious biases, accessible and equitable selection and hiring practices and the benefits of a diverse workforce.	2024-2025	<ul style="list-style-type: none"> <li>• # Managers completed training.</li> <li>• # Training sessions.</li> <li>• # Hours in training.</li> </ul>
CFS-HR-7 Information/Communication Recruitment	Engage with organizations and employment agencies serving equity seeking groups to establish diverse recruitment sources.	Ongoing	<ul style="list-style-type: none"> <li>• Participation in job fairs, information events, meetings and discussions with applicable organizations and learning institutions</li> </ul>
CFS-HR-8 Employment Training	Continue to work with applicable branches to utilize LMS use and enhance training topics and opportunities related to accessibility.	Ongoing	<ul style="list-style-type: none"> <li>• Training sessions completed.</li> <li>• Variety of new training topics available.</li> </ul>

Area of Focus	Action to be taken	Timing	Key Performance Indicators
CFS-HR-9 Employment Health and Safety	Include accessibility measures for persons with diverse disabilities in training delivery.	Ongoing	<ul style="list-style-type: none"> <li>• Review training offerings for inclusion and accessibility measures</li> </ul>

### Corporate and Finance Services – Innovation and Transformation (CFS-IT)

Area of Focus	Action to be taken	Timing	Key Performance Indicators
CFS-IT-1 Employment Training	Provide information and training about Accessibility to new Council/CLT.	2023	<ul style="list-style-type: none"> <li>• # People trained.</li> <li>• # Training sessions.</li> <li>• # Hours trained.</li> </ul>
CFS-IT-2 Employment Training	Roll out the Age Competencies Training developed with TeachingCity to City staff and OSCC staff.	2023	<ul style="list-style-type: none"> <li>• # Staff trained.</li> <li>• # Hours trained.</li> </ul>

Area of Focus	Action to be taken	Timing	Key Performance Indicators
CFS-IT-3 Information/Communication Website Access	Work with Communications to provide ASL messages on the website.	2023	<ul style="list-style-type: none"> <li>• Consult with people who are Deaf and hard of hearing and agencies that support them.</li> <li>• Provide ASL engagement messaging.</li> <li>• # Engagement website participants.</li> <li>• # Requests for service and feedback provided.</li> </ul>
CFS-IT-4 Information/Communication Accessibility Awards Program	Review and revise the Accessibility Awards program.	Start 2023	<ul style="list-style-type: none"> <li>• Review completed.</li> <li>• Revisions implemented.</li> </ul>
CFS-IT-5 Employment Training	Revise the Inclusive Language Manual, the Equity Lens and the importance of plain language. Roll out an associated training/communication program internally and externally as appropriate.	2023-2024	<ul style="list-style-type: none"> <li>• Conduct research and assessment.</li> <li>• Manual updated.</li> <li>• # Staff provided training workshop.</li> <li>• # Training sessions provided.</li> <li>• # Hours trained.</li> </ul>

Area of Focus	Action to be taken	Timing	Key Performance Indicators
CFS-IT-6 Information/Communication Population Analysis	Conduct an analysis of Oshawa's aging population and people with disabilities and communicate internally and externally.	2023-2024	<ul style="list-style-type: none"> <li>• Provide training to staff to conduct analysis.</li> <li>• # Staff trained.</li> <li>• Analysis completed.</li> <li>• # Presentations.</li> <li>• # People informed.</li> </ul>
CFS-IT-7 Information/Communication Stock photos	Increase the number of photos representing people with disabilities for use in corporate print and on-line material.	2023-2025	<ul style="list-style-type: none"> <li>• # photos collected</li> </ul>
CFS-IT-8 Customer Service Accessibility Assurance Certificates	Research types of Accessibility Assurance Certificates and decide which Certificate is preferable from vendors; continue to run accessibility checks on out of the box products.	2024	<ul style="list-style-type: none"> <li>• Complete research and analysis.</li> <li>• Implement a certificate for analysis.</li> </ul>

<b>Area of Focus</b>	<b>Action to be taken</b>	<b>Timing</b>	<b>Key Performance Indicators</b>
CFS-IT-9 Information/Communication Community Engagement	Develop an approved internal procedure for staff to engage with O.A.A.C. and people with lived experience for projects/policies /services etc.	2024	<ul style="list-style-type: none"> <li>• Procedure completed.</li> <li>• # consultations held with O.A.A.C.</li> <li>• # of participants with lived experience consulted.</li> </ul>
CFS-IT-10 Employment Recognition	Implement a Corporate program to recognize individual or departmental staff achievements in accessibility.	2024	<ul style="list-style-type: none"> <li>• # recognized</li> <li>• # achievements</li> </ul>
CFS-IT-11 Employment Training	Develop KPIs to measure internal accessibility training impact.	2025	<ul style="list-style-type: none"> <li>• Quarterly status reports about the # of pdfs posted to the City's website.</li> <li>• Survey results from training sessions.</li> </ul>
CFS-IT-12 Employment Accessibility Training	Review and revise the Staff/Volunteer Accessibility On-Boarding program and process.	2025	<ul style="list-style-type: none"> <li>• Revisions completed.</li> <li>• # Trained.</li> </ul>

<b>Area of Focus</b>	<b>Action to be taken</b>	<b>Timing</b>	<b>Key Performance Indicators</b>
CFS-IT-13 Employment Staff Census	Work with DEI and HR staff to plan next employee demographic census.	2025	<ul style="list-style-type: none"> <li>• Plan completed</li> </ul>
CFS-IT-14 Information/Communication Internal Communications for Staff	Develop a process/procedure to ensure that PDFs, WORD documents, RFPs and other internal files are accessible and identify future needs regarding accessibility of other internal communication resources.	2025-2026	<ul style="list-style-type: none"> <li>• Research completed.</li> <li>• Process/procedure developed.</li> <li>• # Accessible internal files available.</li> </ul>
CFS-IT-15 Information/Communication Key Performance Indicators (K.P.I.)	Develop KPIs for non-legislated policies and initiatives, including accessibility through a lens of intersectionality.	2025-2026	<ul style="list-style-type: none"> <li>• # K.P.I.s generated.</li> <li>• \$ provided in budget to meet initiatives.</li> <li>• Outcomes of initiatives.</li> </ul>
CFS-IT-16 Information/Communication Accessibility Plan Development	Develop the next Accessibility Plan.	2026	<ul style="list-style-type: none"> <li>• Plan developed and approved by Council with O.A.A.C. and community/staff engagement.</li> </ul>

<b>Area of Focus</b>	<b>Action to be taken</b>	<b>Timing</b>	<b>Key Performance Indicators</b>
CFS-IT-17 Employment Accessible Document Training	Coordinate corporate accessible document training, as required.	Annually	<ul style="list-style-type: none"> <li>• # Sessions held.</li> <li>• # Staff trained.</li> <li>• # Hours trained.</li> </ul>
CFS-IT-18 Employment Mentoring Day	Celebrate Disability Mentoring Day.	Annually	<ul style="list-style-type: none"> <li>• # Mentors/mentee matches.</li> </ul>
CFS-IT-19 Information/Communication Partnership Development	Continue to collaborate with the Region of Durham on a wide variety of initiatives related to accessibility.	Ongoing	<ul style="list-style-type: none"> <li>• # Initiatives in partnership.</li> <li>• Outcomes of initiatives.</li> </ul>
CFS-IT-20 Information/Communication Partnerships	Explore opportunities through TeachingCity to advance accessibility initiatives.	Ongoing	<ul style="list-style-type: none"> <li>• # Partnerships strengthened.</li> <li>• # student participants.</li> </ul>
CFS-IT-21 Information/Communication Accessibility Awareness	Lead internal accessibility awareness programs and advocate for change within the organization.	Ongoing	<ul style="list-style-type: none"> <li>• # Awareness Programs.</li> <li>• # Changes instituted.</li> </ul>

<b>Area of Focus</b>	<b>Action to be taken</b>	<b>Timing</b>	<b>Key Performance Indicators</b>
CFS-IT-22 Information/Communication Support to O.A.A.C.	Provide assistance and advice to the members of the Oshawa Accessibility Advisory Committee.	Ongoing	<ul style="list-style-type: none"> <li>• # meetings held.</li> <li>• # events attended.</li> </ul>
CFS-IT-23 Information/Communication Accessible Document Process	Continue to address items identified in the Accessibility Document Review.	Ongoing	<ul style="list-style-type: none"> <li>• # Changes implemented.</li> <li>• Quarterly Accessible Documents completed.</li> </ul>
CFS-IT-24 Information and Communication Policies/Procedure Development/Review	Continue to ensure that community members with lived experience from the O.A.A.C. when developing and/or reviewing policies/procedures, projects and strategies.	Ongoing	<ul style="list-style-type: none"> <li>• Development of a comprehensive process that is communicated to staff.</li> <li>• # Policies/processes reviewed by those with lived experience.</li> </ul>

### **Corporate and Finance Services – Information Technology Services (CFS-ITS)**

<b>Area of Focus</b>	<b>Action to be taken</b>	<b>Timing</b>	<b>Key Performance Indicators</b>
CFS-ITS-1 Design of Public Spaces Meeting Rooms	Establish standard for technology within meeting rooms to ensure accessibility for users.	2023	<ul style="list-style-type: none"> <li>• Standard completed.</li> <li>• Meeting room Audits completed.</li> </ul>

<b>Area of Focus</b>	<b>Action to be taken</b>	<b>Timing</b>	<b>Key Performance Indicators</b>
CFS-ITS-2 Information/Communication Recreation Software Replacement	Conduct a scan to establish accessibility baseline levels.	2023	<ul style="list-style-type: none"> <li>• Scan completed</li> </ul>
CFS-ITS-3 Information/Communication Intranet Replacement	Execute a scan to establish baseline accessibility levels.	2023	<ul style="list-style-type: none"> <li>• Scan completed.</li> </ul>
CFS-ITS-4 Information/Communication Land Management Software Solution	Ensure that public facing portal meets Web Content Accessibility Guidelines (W.C.A.G.) 2.0 compliance.	2023	<ul style="list-style-type: none"> <li>• Compliance achieved.</li> </ul>

## Community and Operations Services - Parks Facilities Maintenance (COS-PFM)

Area of Focus	Action to be taken	Timing	Key Performance Indicators
COS-PFM-1 Design of Public Spaces Maintenance	When public spaces are not working or available due to maintenance (both regular and emergency), a sign and/or website notice will be posted to explain the disruption and alternatives available.	Ongoing	<ul style="list-style-type: none"> <li># occasions when required.</li> </ul>

## Community and Operations Services - Recreation Services (COS-RS)

Area of Focus	Action to be taken	Timing	Key Performance Indicators
COS-RS-1 Customer Service Registration	Use “how-to” videos more consistently to streamline program registration (e.g., for Parks and Recreation programs).	2023	<ul style="list-style-type: none"> <li>Published materials in Alternative languages</li> <li># Videos prepared.</li> <li># People/public engaged in development.</li> <li># People accessing the videos.</li> <li>Customer feedback.</li> </ul>

Area of Focus	Action to be taken	Timing	Key Performance Indicators
COS-RS-2 Customer Service Programming for Older Adults	Provide opportunities for older adults to participate in social, recreational and continuing education programs.	2023	<ul style="list-style-type: none"> <li>• # Opportunities for older adults to participate in programs.</li> <li>• # Older adults participating in programs.</li> </ul>
COS-RS-3 Customer Service Programming for Older Adults	Create and promote volunteer opportunities for older adults.	2023	<ul style="list-style-type: none"> <li>• Prepare promotional tools to recruit older adults.</li> <li>• Develop a volunteer recruitment of older adults plan.</li> <li>• # Older adults recruited.</li> <li>• Open application currently. Do not see many older adults</li> </ul>
COS-RS-4 Design of Public Spaces Facility Access/Use	Explore improved methods of wayfinding at recreation facilities.  i.e. wayfinding map for outdoor features i.e. fields; virtual facility tours to identify features available.	2023	<ul style="list-style-type: none"> <li>• Development of wayfinding map and virtual tours for outdoor features i.e. fields, facilities</li> <li>• Consultation completed with O.A.A.C./public/groups regarding improvements</li> </ul>

Area of Focus	Action to be taken	Timing	Key Performance Indicators
COS-RS-5 Customer Service Customer Service Awareness	Provide accessibility training for staff in related to invisible disabilities, different communication abilities, mental health, first aid, inclusion, physical assistance.	Ongoing	<ul style="list-style-type: none"> <li>• # Training sessions.</li> <li>• # Partner training</li> <li>• # Hours of training</li> </ul>
COS-RS-6 Customer Service Assistive Devices	Support use/training of various communication devices and methods for customer service staff i.e. apps, tablets.	Ongoing	<ul style="list-style-type: none"> <li>• # Training sessions.</li> <li>• # Trained.</li> <li>• # Hours of training. Training for assisting diverse populations</li> </ul>
COS-RS-7 Customer Service Programming Options for People with Disabilities	Explore programming options for people with disabilities.	Ongoing.	<ul style="list-style-type: none"> <li>• Consult with the public/O.A.A.C. and research other groups/municipal programming.</li> <li>• # Opportunities.</li> </ul>

## Community and Operations Services - Road Operations (COS-RO)

Area of Focus	Action to be taken	Timing	Key Performance Indicators
COS-RO-1 Design of Public Spaces Parking Spaces	Repainting of accessible symbols in the on–street/parking lot accessible parking stalls.	Annually or as required.	<ul style="list-style-type: none"> <li># Parking spaces repainted.</li> </ul>

## Community and Operation Services – Community Support Services – Traffic, Streetlighting and Transportation and Parking (COS-CSS-TSTP)

Area of Focus	Action to be taken	Timing	Key Performance Indicators
COS-CSS-TSTP-1 Transportation Installation of Accessible Pedestrian Signals (A.P.S.)	The Region of Durham maintains A.P.S. request locations. Identified locations in Oshawa signalized intersections would be financed through the City's budget.	Annually	<ul style="list-style-type: none"> <li># Locations recommended to the Region of Durham.</li> </ul>
COM-CSS-TSTP-2 Design of Public Spaces Review quantity and location of municipal on-street/parking lot accessible parking spaces	Respond to requests for additional on street/municipal parking lot parking spaces in downtown Oshawa.	Requests are reviewed on a case by case basis.	<ul style="list-style-type: none"> <li>Prepare a listing of the location and number of accessible spaces located.</li> <li># Requests for change.</li> <li># Additional spaces provided.</li> </ul>

## Economic and Development Services – Building Services (EDS-BS)

Area of Focus	Action to be taken	Timing	Key Performance Indicators
EDS-BS-1 Information/Communication Public Information	Continue to provide on-line accessible documents.	Ongoing	<ul style="list-style-type: none"> <li># Forms made accessible.</li> </ul>

## Economic and Development Services – Business and Economic Development Services (EDS-BEDS)

Area of Focus	Action to be taken	Timing	Key Performance Indicators
EDS-BEDS-1 Design of Public Spaces Accessibility Grants/ Community Improvement Plans (Urban Growth Centre and Simcoe Street South)	Process grant applications to land owners in the Urban Growth Centre area and in the Simcoe Street South area. Grants are subject to funding availability.	Annually- Quarter 1 and 3.	<ul style="list-style-type: none"> <li># Grants received.</li> <li># Grants awarded.</li> <li># Accessibility projects/improvements made.</li> </ul>
EDS-BEDS-2 Information/Communication Grant Awareness	Clearly identify funds available to businesses and developers for accessibility enhancements i.e. grants, CIPs on the City website.	Annually	<ul style="list-style-type: none"> <li>Update to website provided.</li> <li># Views/inquiries received.</li> <li># Grants/\$ provided.</li> </ul>

<b>Area of Focus</b>	<b>Action to be taken</b>	<b>Timing</b>	<b>Key Performance Indicators</b>
EDS-BEDS-3 Information/Communication Restaurant Guide	Prepare promotional tool to identify accessibility features of restaurants.	Annually	<ul style="list-style-type: none"> <li>• Tool completed.</li> </ul>
EDS-BEDS-4 Information/Communication Gather statistical information regarding use of mobility devices/aids in the downtown	Investigate ways to work cross-functionally with other branches in order to use more precise technologies for measuring vehicle/pedestrian traffic.	Annually	<ul style="list-style-type: none"> <li>• Traffic count completed and comparison made from previous years.</li> </ul>
EDS-BEDS-5 Design of Public Spaces Inventory of barriers to entry – downtown stores and restaurants	Downtown vacancy and assessment of barriers to enter commercial stores and restaurants will be conducted.	Annually	<ul style="list-style-type: none"> <li>• Assessment completed.</li> <li>• Recommendations developed with feedback from people with lived experience.</li> </ul>

## Economic and Development Services – Engineering Services (EDS-ES)

Area of Focus	Action to be taken	Timing	Key Performance Indicators
EDS-ES-1 Design of Public Spaces Active Transportation	Explore opportunities to increase active transportation among accessibility community during the Integrated Transportation Master Plan update.  Host discussions with the accessibility community throughout the study.	2023	<ul style="list-style-type: none"> <li>Identify active transportation opportunities near older adult housing.</li> <li># Discussions held.</li> </ul>
EDS-ES-2 Design of Public Spaces Active Transportation	Respond to requests to add rest stops and/or benches along active transportation routes, in the downtown and at facilities to meet the needs of people with disabilities and older adults when possible.	2023	<ul style="list-style-type: none"> <li>Identify opportunities for benches or rest stops.</li> </ul>
EDS-ES-3 Design of Public Spaces E-Scooter Pilot	Have discussions with the accessibility community prior to launch and throughout the pilot.	2023	<ul style="list-style-type: none"> <li>Assessment and improvements recommended</li> </ul>

<b>Area of Focus</b>	<b>Action to be taken</b>	<b>Timing</b>	<b>Key Performance Indicators</b>
EDS-ES-4 Customer Service Transportation Options	Recommend awareness and/or education program when implementing new programs or facilities.	Ongoing	<ul style="list-style-type: none"> <li>• # Tools created.</li> <li>• # People reached.</li> </ul>
EDS-ES-5 Design of Public Spaces Older Adult Pedestrian Safety	Explore solutions to increase safety for older adult pedestrians.	Ongoing	<ul style="list-style-type: none"> <li>• Research solutions to increase safety and prepare recommendations for improvement.</li> </ul>
EDS-ES-6 Design of Public Spaces Road construction	<p>Use accessibility lens with transportation studies, designs, road construction /reconstruction to ensure safety and access.</p> <p>Continue to circulate designs to Accessibility Program Coordinator for review.</p>	Ongoing	<ul style="list-style-type: none"> <li>• # Review of lens for road construction completed.</li> <li>• .# Consultations with public, organizations to ensure accessibility.</li> </ul>

## Economic and Development Services – Planning Services (EDS-PS)

Area of Focus	Action to be taken	Timing	Key Performance Indicators
EDS-PS-1 Design of Public Spaces Site Plan, Rezoning Reviews	Review plans monthly for accessibility features with the O.A.A.C.	Ongoing	<ul style="list-style-type: none"> <li># Plans reviewed.</li> </ul>
EDS-PS-2 Design of Public Spaces Review Planning Studies	Review plans/studies for accessibility with the O.A.A.C. as necessary.	Ongoing	<ul style="list-style-type: none"> <li># Plans reviewed.</li> </ul>

## Safety and Facilities Services – Facilities Management Services (SFS-FMS)

Area of Focus	Action to be taken	Timing	Key Performance Indicators
SFS-FMS-1 Transportation Electric Vehicle Charging Stations	Investigate a standard detail for EV parking.	2023	<ul style="list-style-type: none"> <li>Review completed.</li> <li>Standard recommended for inclusion in O.A.D.S.</li> </ul>
SFS-FMS-2 Design of Public Spaces Accessibility Parking at City Facilities	Re-examine the distance of travel from accessible parking to city facility entrances. Evaluate the need for additional rest areas.	2023	<ul style="list-style-type: none"> <li>Audits completed at all facilities</li> <li># modifications implemented</li> </ul>

<b>Area of Focus</b>	<b>Action to be taken</b>	<b>Timing</b>	<b>Key Performance Indicators</b>
SFS-FMS-3 Design of Public Spaces Size of Family Change Rooms	Re-audit existing family change rooms for maneuverability.	2023	<ul style="list-style-type: none"> <li>• Review with other municipalities</li> <li>• Audit completed</li> <li>• # modifications made</li> </ul>
SFS-FMS-4 Design of Public Spaces Meeting Rooms	Conduct audits of meeting spaces to identify potential barriers to staff to attend.	2024	<ul style="list-style-type: none"> <li>• Complete meeting room audits with feedback from staff, user groups, O.A.A.C. etc. regarding meeting room barriers.</li> <li>• Generate a plan of action for addressing barriers to participation.</li> </ul>
SFS-FMS-5 Customer Service Parks, Trail, Path Usage	Explore opportunities to increase older adult usage of parks, trails and paths.	2024	<ul style="list-style-type: none"> <li>• Research other municipalities /gather public/O.A.A.C. feedback for gaps.</li> </ul>
SFS-FMS-6 Design of Public Spaces Corporate Signage Standard Review	Update signage standards for city facilities, parks and trails to ensure consistency and accessibility.	2025	<ul style="list-style-type: none"> <li>• Review completed.</li> <li>• # changes implemented.</li> <li>• Staff training provided.</li> </ul>

<b>Area of Focus</b>	<b>Action to be taken</b>	<b>Timing</b>	<b>Key Performance Indicators</b>
SFS-FMS-7 Design of Public Spaces Facility Barrier Removal	Coordinate capital improvements to remove accessibility barriers identified by audits in City facilities using the Council approved Oshawa Accessibility Design Standards (O.A.D.S.) with budget or grant approval.	Annually	<ul style="list-style-type: none"> <li>• # Upgrades made.</li> <li>• \$ Spent.</li> <li>• Grants received.</li> </ul>
SFS-FMS-8 Design of Public Spaces Identification of Barriers	Prioritize and audit/re-audit City facilities that have been upgraded or improved with members of the O.A.A.C. Three (3) per year.	Annually	<ul style="list-style-type: none"> <li>• Re-audits completed.</li> <li>• Inventory/budget updated.</li> </ul>
SFS-FMS-9 Design of Public Spaces Identification of Barriers	Prioritize and audit City facilities based on the City's facility audit program.	Annually	<ul style="list-style-type: none"> <li>• Re-audits completed.</li> <li>• Inventory/budget updated.</li> </ul>
SFS-FMS-10 Design of Public Spaces Built Environment Improvement Plan	Generate a list of potential parks/trails grant accessibility projects and continue to monitor funding opportunities (e.g. provincial or federal grants, Rick Hansen Foundation).	Annually	<ul style="list-style-type: none"> <li>• List generated</li> <li>• Grants applied for</li> <li>• Grants received.</li> </ul>

Area of Focus	Action to be taken	Timing	Key Performance Indicators
SFS-FMS-11 Design of Public Spaces Park Development/ Redevelopment	Audit all relevant approved capital park development/redevelopment projects with the Oshawa Accessibility Advisory Committee.	Annually	<ul style="list-style-type: none"> <li>• # Audits completed.</li> </ul>
SFS-FMS-12 Design of Public Spaces Plans and Studies Review	Review applicable new park development and redevelopment plans, for accessibility features as it relates to O.A.D.S./A.O.D.A. and present to the O.A.A.C. when applicable.	Ongoing	<ul style="list-style-type: none"> <li>• # Plans and studies reviewed.</li> </ul>
SFS-FMS-13 Design of Public Spaces Maintaining Areas	When public spaces are not working or available due to maintenance (both regular and emergency), a sign and/or website notice will be posted to explain the disruption and alternatives available.	Ongoing	<ul style="list-style-type: none"> <li>• # occasions when required</li> </ul>

## Safety and Facilities Services – Fire Services (SFS-FS)

Area of Focus	Action to be taken	Timing	Key Performance Indicators
SFS-FS-1 Employment Recruitment	Recruit firefighters, and other service professions, in local high schools and colleges on a yearly basis, through job fairs, flyers, posters, and email and social media campaigns.	Annually	<ul style="list-style-type: none"> <li>• # Marketing tools prepared.</li> <li>• # Events/occasions.</li> <li>• # Attending.</li> <li>• # Inquiries/requests for additional information.</li> <li>• # Social media views.</li> <li>• # Recruited.</li> </ul>

## Safety and Facilities Services – Municipal Law Enforcement and Licensing Services (SFS-MLELS)

Area of Focus	Action to be taken	Timing	Key Performance Indicators
SFS-MLELS-1 Transportation On-demand accessible cabs	Update the progress made in meeting the need for on-demand accessible cabs as per Ontario Regulation 191/11.	Annually	<ul style="list-style-type: none"> <li>• # Accessible on demand accessible cabs licenses issued/active.</li> <li>• Percentage change in the number of licenses issued/active.</li> <li>• # Incidents reported where public needs are not met.</li> <li>• Identification of any demand related issues to be addressed i.e. time of day, size of vehicle.</li> </ul>
SFS-MLELS-2 Transportation Audits/Inspections	Verification that cabs and cab drivers are meeting the requirements identified in Ontario Regulation 191/11.	Ongoing	<ul style="list-style-type: none"> <li>• # audits/inspections completed</li> <li>• # of audits/inspections in compliance with requirements.</li> </ul>

## Oshawa Senior Community Centres - (OSCC)

Area of Focus	Action to be taken	Timing	Key Performance Indicators
OSCC-1 Design of Public Space Signage	Install universal accessible signage (braille) at John St. Branch.	2023	<ul style="list-style-type: none"> <li># Signs installed.</li> </ul>
OSCC-2 Customer Service Housing and Community Support Options	Provide community referrals and forms to assist seniors navigate housing options. Support Durham Access to Social Housing (D.A.S.H.) applicants with D.A.S.H. website.	Ongoing	<ul style="list-style-type: none"> <li>Track # of referrals provided.</li> <li>Track # of DASH applicants supported.</li> </ul>

## Oshawa Accessibility Advisory Committee – (O.A.A.C.)

Area of Focus	Action to be taken	Timing	Key Performance Indicators
O.A.A.C.-1 Information/Communication Public Awareness	Prepare a “Growth of Accessibility” display in celebration of Oshawa’s 100 <sup>th</sup> Anniversary.	2024	<ul style="list-style-type: none"> <li># People who visited display.</li> <li># Volunteer hours.</li> </ul>

<b>Area of Focus</b>	<b>Action to be taken</b>	<b>Timing</b>	<b>Key Performance Indicators</b>
O.A.A.C.-2 Information/Communication Resident and Business/Community Accessibility Awards	Identify and honour businesses and citizens at a Special Council meeting on accessibility/inclusion issues.	Annually	<ul style="list-style-type: none"> <li>• Event held.</li> <li>• # People/groups recognized with awards.</li> </ul>
O.A.A.C.-3 Information/Communication Public Awareness	Host a public information display at the Oshawa Canada Day event.	Annually	<ul style="list-style-type: none"> <li>• Attended event.</li> <li>• # People who visited display.</li> </ul>
O.A.A.C.-4 Information/Communication Public Awareness	Host an Accessibility Awareness event at Tribute Community Centre or sports event.	Annually	<ul style="list-style-type: none"> <li>• Attended event.</li> <li>• # People who visited display.</li> <li>• # Volunteer hours.</li> </ul>
O.A.A.C.-5 Information/Communication Public Awareness	Participate at community events as time permits to promote accessibility awareness.	Ongoing	<ul style="list-style-type: none"> <li>• # Events attended.</li> <li>• # People who visited display.</li> <li>• # Volunteer hours.</li> </ul>
O.A.A.C.-6 Information/Communication Education/Community Outreach	Learn about the services community agencies provide for people with disabilities.	Ongoing	<ul style="list-style-type: none"> <li>• # Community agency presentations provided.</li> </ul>

Area of Focus	Action to be taken	Timing	Key Performance Indicators
O.A.A.C.-7 Information/Communication Public Awareness	Prepare social media (i.e. Facebook, Twitter, etc.) announcements to promote accessibility awareness and City programs, services and facilities.	Ongoing	<ul style="list-style-type: none"> <li>• # Announcements prepared.</li> </ul>